MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

4 June 2025

Tēnā koe [redacted]

Official Information Act request

Thank you for your email of 6 May 2025, requesting the operational guidelines for the redress scheme, any independent review reports, and a breakdown of claims received.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below. For the sake of clarity, I will respond to your request in parts.

1. *Complete operational guidelines for the redress scheme including eligibility criteria and claims process.*
3. *Independent review reports on scheme effectiveness and accessibility.*

Information relating to process guidelines and review reports, can be found on the Historic Claims page of our website:

- www.msd.govt.nz/about-msd-and-our-work/work-programmes/historic-claims/index.html.

The Royal Commission prepared two reports relating to our claims process, which are available on the Abuse in Care website:

- He Purapura Ora, he Mara Tipu from Redress to Puretumu Torowhanui, www.abuseincare.org.nz/reports/from-redress-to-puretumu and,
- Whanaketia - Through pain and trauma, from darkness to light, www.abuseincare.org.nz/reports/whanaketia

2. *Statistical breakdown of:*
    a) *claims received,*
    b) *claims processed,*
    c) *payments made,*
    d) *claims rejected*

Please find the information requested in **Appendix One** containing **Table One**. Please note the figures refer to the number of claims, not the number of individual claimants.

4,129 payments have been made totalling $86,011,865.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp.

Anna Graham
General Manager
Ministerial and Executive Services

Appendix One

Table One: Number of claims received and closed, settlement offers rejected by claimants, and claimants not eligible to register a claim, by year.

Year	Claims received	Claims closed	Settlement offers rejected by claimants	Claimants not eligible to register a claim
2004	8			
2005	25			1
2006	90	1		
2007	96	13		
2008	148	19		1
2009	98	35		
2010	151	59		1
2011	235	90		2
2012	236	112		
2013	240	110	1	
2014	246	83	3	
2015	365	447	6	4
2016	269	352	18	3
2017	433	204	1	7
2018	941	140	14	10
2019	446	96	11	5
2020	443	202	26	18
2021	511	143	20	32
2022	486	332	15	37
2023	756	743	82	87
2024	1345	972	77	174
2025	455	250	17	29

Total	8023		291	411